Impnning the working of DDA

2590. SHRI P. PRABHAKAR REDDY ; Will the Minister of URBAN DEVELOPMENT be pleased to state :

(a) wiielher in a recent press conferencc he had expressed strong detennination to overhaul the working of the Delhi Developnient Authority (DDA):

(b) whether he is aware that despite several attempts made in the past to infuse a fresh work culture in the DDA, the common citizen continues to be himissed while getting any work done in it;

(c) if so. whetlier he will make some special efforts to break new grounds so that defficulties of the public are minimised: and

(d) if so, the details thereof.'

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI B ANDARU DATTATREYA): (a) Yes, Sir.

(b) to (d) For the past few years concerted efforts are being made to redress the grievances of public, to remove systemic defects and to induce transparency in the working of DDA by taking the following steps:

(i) formulating a Citizen's Charter wherein time shedules for various transactions with DDA have been indicated

(ii) publishing booklets wherein forniais of various documents lo be submitted to DDA for various transactions have been published.

(iii) opening Facilitation Counters/Counselling offices where information is freely proxidcd regarding submission of documents, rules & regulations, procedure, etc.

(iv) holding regular Lok Shivirs where pending grievances are redressed.

(v) monitoring of references received from Directorate of Public Grievances.

(vi) holding of public hearings by senior officers of DDA.

In addition, UDM holds fortnightly public hearing to redress long-pending grievances from members of the public which helps in identifying the areas which are grievance-prone and which require systemic improvement.